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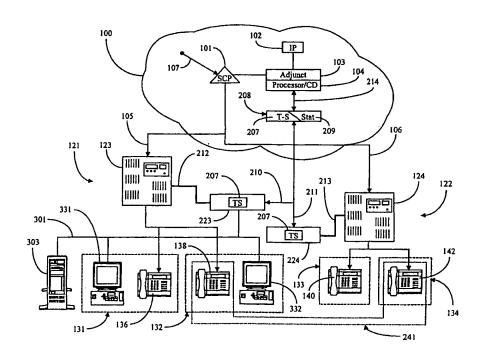
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(54) Title: APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN CALL-CENTERS

(57) Abstract

computerized telephony call center for serving a customer base has a central switch connected to a plurality of telephones (136, 138, 140, 142) at operator workstations (331, 332) and adapted to route calls to individual ones of the telephones, also connected to a public switched telephone network (100), and a first processor (223) connected to the central switch (123, 124) by a high-speed data link (2121, 213) and to the telephone network by a digital network connection. The first processor is adapted monitor transactional activity of the central switch, to process the activity according information to selected routines processor, and



communicate processed information to a second processor (224) over the digital network connection. The first processor is connected by a LAN (301) to network interfaces including a video display unit and input apparatus proximate individual ones of the plurality of telephones connected to the central switch. The LAN is also connected to a data server (303) running an instance of a database. The call centers are all part of a call routing system wherein calls are routed from Service Control Points (101) to call centers over telephone lines, and data is routed to the call centers over a separate digital network connection between processors coupled to the SCPs and to the call center central switches.